

Shreay Patil

Nashik, India — +91-9607679170 — shreay122@gmail.com
linkedin.com/in/shreay-patil-18317b2a3

Professional Summary

Analytical and detail-oriented Data Analyst enthusiast with hands-on experience in Python, Excel dashboards, machine learning, and data visualization. Strong in data preprocessing, exploratory data analysis, and deriving business insights. Adept at building predictive models, automating dashboards, and delivering actionable insights from large datasets. Seeking a data-driven role to leverage skills in analytics, problem-solving, and business intelligence.

Education

Nowrosjee Wadia College, Pune

Vishwasatya College of Science, Ojhar

GES HAL High School, Ojhar

B.Sc. in Computer Science, 2025

HSC (Science), 2021

SSC, 2019

Core Skills

- IT service support and incident resolution (chat, email, calls)
 - Ticket handling, prioritization, and escalation management
 - Technical troubleshooting (Internet, system access, password reset)
 - Strong communication and interpersonal skills
 - Analytical thinking and adaptability in 24×7 environments
 - Team collaboration and customer empathy
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Technical Skills

- **Languages:** Python, SQL, HTML, JavaScript(using AI tools)
 - **Tools:** MS Excel, JIRA, ServiceNow (familiar), Outlook, Teams
 - **Technical:** System troubleshooting, networking basics, ticketing systems
 - **Soft Tools:** Internet usage, remote access support, email handling
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Relevant Projects

Jewellery E-commerce Website (Final Year Project)

- Built a customer-centric e-commerce website ensuring smooth navigation and checkout.
- Focused on minimizing user errors and improving user satisfaction through intuitive design.
- Learned UI/UX concepts quickly to meet project deadlines and client expectations.

Fraud Detection System (BIA Project)

- Analyzed 10,000+ transaction records to detect fraudulent activities efficiently.
- Built ML classification models achieving 85%+ accuracy and communicated results clearly to mentors.
- Showcased analytical thinking and teamwork while resolving data-related issues.

Employee Dashboard (Excel Project)

- Created an HR analytics dashboard to monitor attendance and attrition trends.
 - Automated data reporting using pivot tables and slicers, reducing manual work by 40%.
 - Enabled management to make quick and data-driven HR decisions.
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Achievements

- Runner-up at MindQuisitive Hackathon for innovative problem-solving.
 - Selected for Smart India Hackathon (College Level).
 - Appreciated for adaptability and quick learning during project feedback implementation.
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Professional Readiness

- Open to relocation and 24×7 rotational shifts
- Active DigiLocker account and Aadhaar-linked mobile number
- Strong customer empathy and service orientation
- Quick learner with ability to adapt to new tools and processes